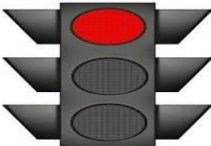
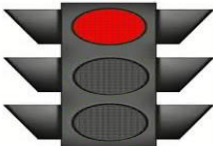


# MetroCall 311 Abandoned Rate Emergency Services

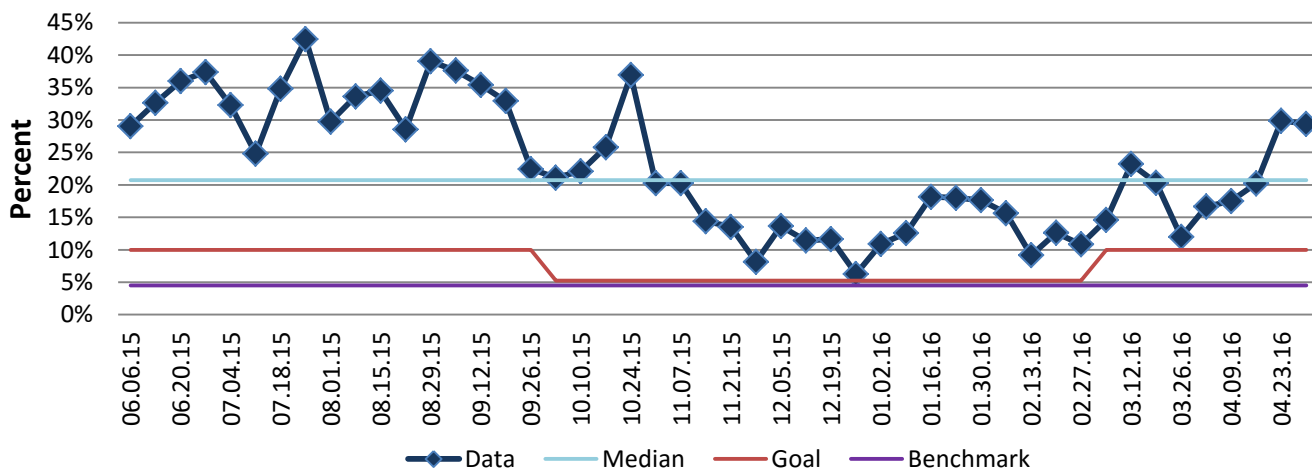


KPI Owner: Jody Duncan

Process: 311 Communications - Medium Gap

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: Jan-Jun '15 - 31% average Goal: Reduce the abandoned rate to either 5% from October through February (slow season) or 10% from March through September (busy season) Benchmark: 5%		Data Source: MetroCall Activity Spreadsheet  Goal Source: Dept Management Team  Benchmark Source: Comparison Cities	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions  Measurement Method: The total number of abandoned calls to MetroCall 311 divided by the total number of calls sent to MetroCall 311 agents  Why Measure: Improve citizen experience w/ gov. service delivery  Next Improvement Step: Implement newly developed SOP		
How Are We Doing?					
05.31.15-05.28.16 12 Month Goal	05.31.15-05.28.16 12 Month Average		04.24.16-04.30.16 Goal	04.24.16-04.30.16 Actual	
8%	23%		10%	29%	
Percent	Percent		Percent	Percent	

## MetroCall 311 Abandoned Rate



2016 Detail Information					Summary Information		
Call Stats	Jan	Feb	Mar	April	4 Month Total '15	4 Month Total '16	%Δ from '15 to '16
Received Calls M-F from 7-7	14,899	15,775	19,751	19,964	95,878	70,389	-27%
Calls Sent to Agents	14,871	15,752	19,736	19,943	95,795	70,302	-27%
Answered Calls	12,341	13,640	16,274	14,981	61,950	57,236	-8%
Abandoned Calls	2,502	2,089	3,446	4,941	33,762	12,978	-62%
% Aban. M-F from 7-7	16.82%	13.26%	17.46%	24.78%	35%	18%	-49%
Aver. Aban. Time in Sec.	95	94	97	123	439	409	-7%
Aver. Ans. Time in Sec.	79	57	76	117	594	329	-45%
Aver. Talk Time in Sec.	115	119	130	140	517	504	-3%
MIDAS Entries	Jan	Feb	Mar	April	4 Month Total 2015	4 Month Total 2016	%Δ from '15 to '16
Entered by MetroCall	4,000	4,856	6,847	7,152	23,243	22,855	-2%
Entered from Website	537	713	849	913	4,260	3,012	-29%
Entered from Mobile App	290	371	465	462	1,809	1,588	-12%
MIDAS Entries by Others	241	431	379	359	1,361	1,410	4%
<b>MIDAS Entries Total</b>	<b>5,068</b>	<b>6,371</b>	<b>8,540</b>	<b>8,886</b>	<b>30,673</b>	<b>28,865</b>	<b>-6%</b>
MetroCall Interactions	Jan	Feb	Mar	April	4 Month Total 2015	4 Month Total 2016	%Δ from '15 to '16
Calls Answered	12,341	13,640	16,274	14,981	61,950	57,236	-8%
E-mails Addressed	338	359	712	958	3,865	2,367	-39%
SRs Routed from Web and App	827	1,084	1,314	1,375	6,069	4,600	-24%
Live Chats	1,299	1,450	1,714	1,670	1,539	6,133	299%
Twitter Replies and Tweets	22	33	182	194	271	431	59%
<b>MetroCall Interactions Total</b>	<b>14,827</b>	<b>16,566</b>	<b>20,196</b>	<b>19,178</b>	<b>73,694</b>	<b>70,767</b>	<b>-4%</b>

Report Generated: 06/13/2016

Data Expires: 06/15/2016